User Guide

BT LYRIC 2500

Welcome...

to your BT Lyric 2500 digital cordless telephone answering machine

- 16 Minutes digital recording time.
- 100 Name and number directory.
- Caller Display* lets you see who is calling and keep track of unanswered calls.
- With Call Waiting*, when you are on a call a soft beep alerts you to another waiting call.
- Register up to 5 handsets to the base without the need for additional wiring, giving you a complete phone system on a single line.

* You must subscribe to your network provider's Caller Display or Call Waiting service for these features to work. A quarterly fee is payable.

Please note that this equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This User Guide provides you with all the information you need to get the most from your phone.

You must first set up your phone before you can use it. This doesn't take long and is easy to do. Just follow the simple instructions on the next few pages.

- **Need help?**

  If you have any problems setting up or using your BT Lyric 2500, contact the Helpline on **0870 605 8047**.

  Alternatively, you may find the answer in 'Help' at the back of this guide.

Got everything?

- BT Lyric 2500 handset
- BT Lyric 2500 base unit
- Mains power adaptor (Item code: 022072)
- Telephone line cord
- 2 x NiMH AAA rechargeable batteries

If you have purchased a BT Lyric 2500 multiple pack you will also receive the following for each additional handset.

- BT Lyric 2000 handset
- BT Lyric 2000 charger
- Mains power adaptor for charger (Item code: 021299)
- 2 x NiMH AAA rechargeable batteries

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Getting started

Location

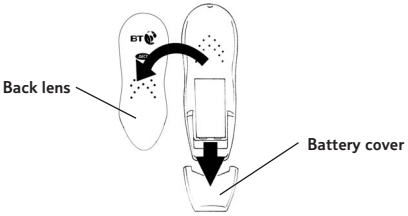
You need to place your BT Lyric 2500 within 2 metres of the mains power socket and telephone socket so that the cables will reach.

Make sure it is at least 2-3 metres away from other electrical appliances to avoid interference.

Your BT Lyric 2500 works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

Setting up

1. Pull down the small battery compartment cover and slide off. Remove the back lens. Insert the 2 x AAA NiMH batteries supplied.



WARNING
Do not place your BT Lyric 2500 in the bathroom or other humid areas.

Handset range
The BT Lyric 2500 has a range of 300m outdoors when there is a clear line of sight between the base and the handset. When there is no clear line of sight between the handset and the base, e.g. the base is indoors and the handsets is either indoors or outdoors, the range could be reduced to 50m. Thick stone walls will severely affect the range.

Signal strength
The ᛉ symbol on your handset indicates when you are in range. When you are out of range a beep will sound every minute.

IMPORTANT
Do not connect the telephone line until your handset is fully charged.

The base station must be plugged into the mains power at all times.

Which socket?

Power socket

Telephone line socket

The red Charging light stays on even when the batteries are fully charged.

Talk/Standby time
Under ideal conditions, fully charged handset batteries should give about 10 hours talk time or 100 hours standby time on a single charge.

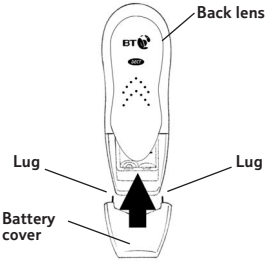
BATTERY LOW WARNING
If the symbol is empty and flashing, and you hear a warning beep every 10 -15 seconds, you will need to recharge your handset before you can use it.

Battery performance
To keep your batteries in the best condition, leave the handset off the base for a few hours at a time (after the initial 16 hour charge).

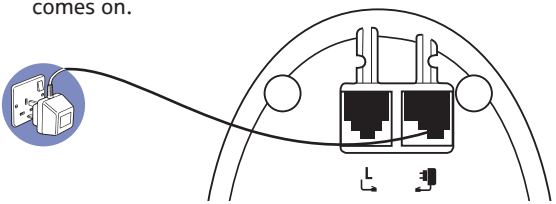
New NiMH batteries do not reach full capacity until they have been in normal use for several days. Running the batteries right down at least once a week will help them last as long as possible.

The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from the BT Lyric Helpline 0870 605 8047.

2. Replace the back lens by fitting the top into the groove on the handset. Whilst pressing down on the bottom of the back lens, position the two lugs on the battery cover so that they can slide up the grooves of the handset. It will click into place.



3. Plug the mains power cord into the underside of the base and into the mains power. The green Power/In use light comes on.



4. Place the handset on the base to charge for at least 16 hours. The red Charging light comes on. When the handset is fully charged the display shows the symbol.

5. After 16 hours, plug one end of the telephone line cord into your BT Lyric 2500 base and the other end into the telephone wall socket.

It is very important to set the day as any messages left will announce the day before playback.

Please note that the day is not updated by Caller Display.

To set the day

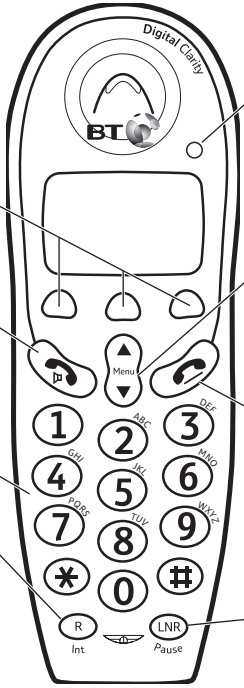
1. Press ▲ or ▼ until the display shows `Answer Settings` and press **OK** option button.
2. Press ▲ or ▼ until the display shows `Day Setting` and press **OK** option button.
3. Display shows `Sunday`. Use ▲ or ▼ to scroll to the correct day and press **OK** option button.

To set the time

1. Press ▲ or ▼ until the display shows `Handset Settings` and press **OK** option button.
2. Display shows `Time Setting`. Press **OK** option button.
3. The first digit will be flashing. Enter the current time in 24 hour format, e.g. `08:24` and press **OK** option button. You will hear a confirmation beep.
4. Press ***and hold*** ⏻ to exit and return to standby.

Getting to know your phone

Handset buttons



In use light
Red light illuminates when in use.

Option buttons
Let you select options shown on the display, *page 13*.

Menu/Volume/Up and Down
Press to access and scroll through the menu options, *page 13*.
Use to adjust the handset volume, *page 28*.

Talk / Handsfree
Press to make or receive calls, *page 15*.
Also used to switch handsfree on and off, *page 17*.

End Call/Clear
Press to end a call, *page 15*.
Press *and hold* to exit the menu and return to standby.

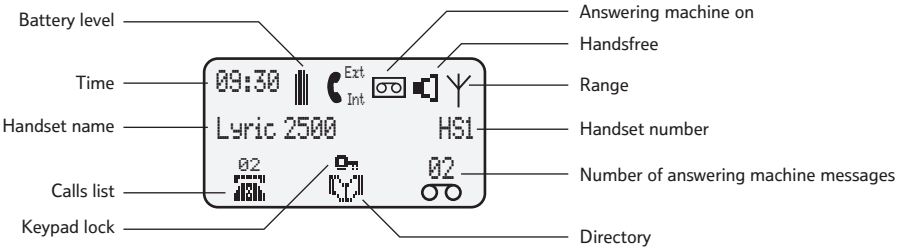
Press to delete a character or digit when pre-dialling or entering directory information.

Keypad

Recall/Call Waiting/Intercom
For use with a switchboard/PBX and BT Calling Features, *page 72*.
For use with Call Waiting, *page 35*.
Use to make internal calls, *page 58*.

Redial/Pause
Use to redial any of the last 20 numbers called, *page 21*.
Press to enter a pause in a number, *page 72*.

Handset display icons – These are the symbols you will see on your handset's screen.



Lyric 2500 **Handset name**
The handset name is displayed in standby mode.

HS1 **Handset number**
The handset number is displayed in standby mode.

Battery levels
Shows handset battery status. Scrolls when the handset is charging in the base.

Directory
Select icon to view the directory.

02 **Calls list***
Flashes to indicate new Calls list entries.
When the icon flashes the number of new entries is displayed above. When the icon is not flashing, the total number of calls is displayed.

Range
Displayed in standby mode to indicate handset is in range of the base. Flashes if you go out of range.

Keypad lock
Displayed when the keypad is locked.

Ext **External**
Displayed when an external call is being received or in progress.

Int **Internal**
Displayed when an internal call is being received or in progress.

Handsfree
Displayed when in handsfree mode.

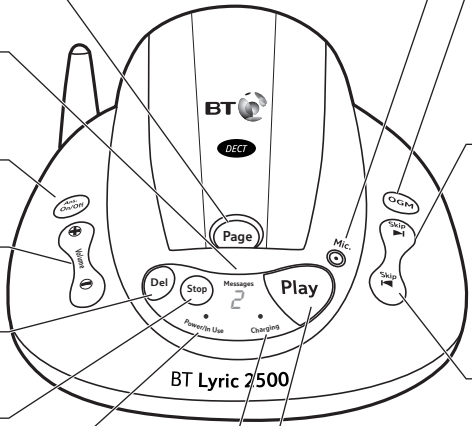
Answering machine
Displayed when answering machine is set to on.

02 **Answering machine messages**
Indicates the number of messages you have received.

Sec **Secrecy (Displayed when on a call only)**
The option to switch secrecy on.

*You must subscribe to your network provider's Caller Display service for this feature to work.

Base



Page
Press to page handset(s), see page 18. Also used when registering handsets, see page 56.

Messages/LCD
Indicates the number of messages you have on the answering machine.

Ans On/Off
Switches the answering machine on and off.

Volume + –
Use to adjust the loudspeaker volume.

Delete
Deletes recorded messages and memos.

Stop
To stop message playback.

Power/In Use light (GREEN)
Flashes when the handset is in use.

Charging light (RED)
Comes on when the handset is charging on the base.

Play
Lets you play and pause your messages.

Microphone
To record memos or your outgoing messages.

OGM
Press to hear your current outgoing message. Press ***and hold*** to record your own outgoing message.

Skip ▶
Lets you skip forward through your messages and memos.

Use to set the answer delay, see page 39

Use to select your Answer Only outgoing message.

◀ Skip
Lets you skip backwards through your messages and memos.

Use to switch the audible message alert on or off.

Use to select your Answer and Record outgoing message.

Navigating the menus

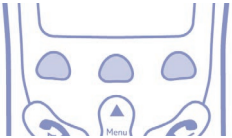
Your BT Lyric 2500 has an easy to use menu system. Each menu has a list of options, which you can see on the menu map on the following page.

When the handset is switched on and in standby:

1. Press ☰ to open the main menu then press ▲ or ▼ to scroll to the menu option you want.
2. The ⬬ buttons below the display allow you to select options within each menu.

Exit or go back one level in the menu
Press ⤺ to go back one level or press and hold ⤺ to return to standby.

If no buttons are pressed for 30 seconds, the handset reverts to standby automatically.



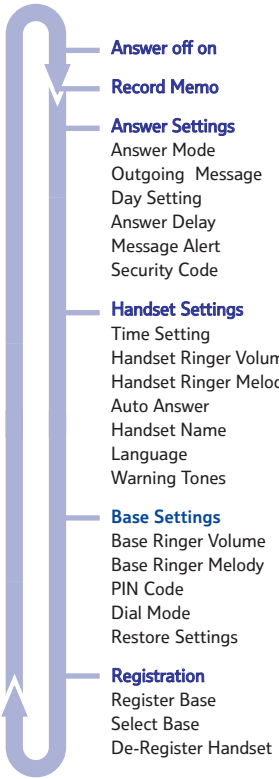
Select the option displayed by pressing the button underneath it.

Character map

The following table shows you where each letter and punctuation character can be found. This will be helpful when storing a name in the directory, see page 18.

Button	Upper case	Lower case	Button	Upper case	Lower case
1	@-1	@-1	7	PQRS7	pqrs7
2	ABC2	abc2	8	TUV8	tuv8
3	DEF3	def3	9	WXYZ9	wxyz9
4	GHI4	ghi4	*	,.*	,.*
5	JKL5	jkl5	0	Space + & 0	Space + & 0
6	MNO6	mno6	#	#	#

Menu map


Answer off on
Record Memo
Answer Settings
Answer Mode
Outgoing Message
Day Setting
Answer Delay
Message Alert
Security Code
Handset Settings
Time Setting
Handset Ringer Volume
Handset Ringer Melody
Auto Answer
Handset Name
Language
Warning Tones
Base Settings
Base Ringer Volume
Base Ringer Melody
PIN Code
Dial Mode
Restore Settings
Registration
Register Base
Select Base
De-Register Handset

Using the phone

Make an external call

1. Lift the handset and press .

   The green In Use light on the base flashes and the

   icon appears on the handset display whilst the red In Use light also illuminates.

2. When you hear the dialling tone, dial the number you want.

Preparatory dialling

1. First enter the number to be dialled. The number is shown on the display.
2. Press to dial the number. The display shows Dialling.

End a call

1. Press .

   Or

   Place the handset back on the base.

Receive a call

When the phone rings External Call is displayed.

1. If your handset is on the base, pick it up to answer the call.

Press to delete any incorrect digits.

The symbol on the display indicates when you are in range of the base. If the symbol flashes and you hear a warning beep, you are out of range and will need to move closer to the base.

Call timer
Your handset will automatically time the duration of all external calls. The handset display shows the call duration both during and for a few seconds after your call.

Press to delete any incorrect digits.

Caller Display
If you have subscribed to your network's Caller Display service, the caller's number (or name if stored in the directory) is displayed. See page 32 for more information.

Auto answer
As long as you have auto answer set to ON you can just pick the handset up off the base to answer the call. If you have switched it off, you will need to press the .
Auto answer is the default setting.

If auto answer is set to off, you will need to press at all times, see page 30.

Or

If your handset is off the base, press .

Earpiece volume

During a call you can adjust the volume of the earpiece/handset receiver.

1. Press or to increase or decrease the volume.

   As you increase or decrease the volume, the boxes on the display show the volume level.

   ■■■■■ Maximum volume

   ■■■□□ Mid volume

   ■□□□□ Minimum volume

Secrecy

During a call, you can talk to someone nearby without your caller hearing.

1. Select **Sec** option.
   `Secrecy On` appears in the display and your caller is put on hold and cannot hear you.
2. Select **Off** option ***again*** to return to your caller.

Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to your conversation over the loudspeaker.

Make a call in handsfree

1. Dial the number then press .
2. Press ***again***. The icon is displayed and you hear your call over the loudspeaker.
3. Press to end the call.

During a handsfree call, press or to change the volume.

To switch handsfree off and return to the handset at any time, press .

Answer a call in handsfree

When the phone rings:

1. Press ***twice***. The call is transferred to the loudspeaker.

Switch to handsfree during a call

During a call:

1. Press . The call is transferred to the loudspeaker.
2. Press to end the call.

Paging calls cannot be answered by a handset.

The paging ring will stop automatically after one minute if no button is pressed and your handset will return to standby.

Entering names
Use the keypad letters to enter names, e.g. to store TOM:
Press 8 once to enter T.
Press 6 three times to enter O.
Press 6 once to enter M.

Writing tips
Press C to delete the last character or digit.
Use the middle option button to toggle between upper and lower case characters, i.e. A-a icon inputs upper case letters and a-A inputs lower case letters.
Press 0 to insert a space.
Use 0, 1, * and # for other punctuation characters, see page 13 for full character map.

You MUST enter a name and a number, otherwise the display will show Error and then return to the number entry display.

Paging

You can alert a handset user that they are wanted or locate a missing handset.

1. Press Page on the base. The handset(s) rings
2. Press Page to stop the paging ring

   Or

   Press any button on the handset.

100 Name and Number Directory

You can store up to 100 names and numbers in the Directory. Names can be up to 13 characters long and numbers up to 20 digits.

There is a character map on page 13 to help you when entering names.

Store a name and number

1. Select Menu option, then **New** option.
   Enter Name is displayed.
2. Enter the name using the keypad.
3. Select **OK** option to confirm.
   Enter Number is displayed.

4. Enter the telephone number. (Enter the full telephone number including the dialling code if you subscribe to a Caller Display service and want the name of your caller displayed instead of the number.)

To enter a pause in a directory number, press the LNR button.

For more information on pauses, see page 72.

5. Select **OK** option to confirm.

6. The handset ringer melody options are displayed. Use the ▲ or ▼ to scroll through the options. You will hear a sample melody. Press **Save** to confirm the setting. Display shows `Entry Saved`.

The ringer melody option means that when you receive a call from a number stored in your directory the ringtone you choose will be played.

7. Press ***and hold*** ↩ to exit and return to standby.

View and dial a name and number

1. Select 📖 option.
   The first directory entry is displayed.

   If there are no entries stored `Directory Empty` will be displayed.

To search alphabetically
Press the relevant keypad button, e.g. for TOM, press **8** then scroll through the entries under T.

2. Use ▲ or ▼ to scroll and find the entry you want or search alphabetically.

3. Press 📞 button to dial the displayed number.

Edit a name and number

1. Select Directory option.
   The first directory entry is displayed.
2. Use ▲ or ▼ to scroll and find the entry you want to edit or search alphabetically.
3. Select **Edit** option.
   Edit Name and the name is displayed.
4. Press C to delete any incorrect characters, then enter new ones and select **OK** option to confirm.
   Edit Number is displayed.
5. Press C to delete any incorrect digits, then enter new ones and select **OK** option to confirm.
6. The handset ringer melody options are displayed. Use the ▲ or ▼ to scroll through the options. You will hear a sample melody. Press **Save** to confirm the setting.
   Display shows Entry Saved.
7. Press ***and hold*** C to exit and return to standby.

Delete a name and number

1. Select Directory option.
   The first directory entry is displayed.
2. Use ▲ or ▼ to scroll and find the entry you want or search alphabetically.

3. Select **Del** option. `Delete Entry?` is displayed.
4. Select **Del** option to confirm.
   `Entry Deleted` is displayed and you hear a confirmation beep.
5. Press ***and hold*** to exit and return to standby.

If you decide not to delete, select **Save** option.

Redial

The last 20 telephone numbers called are saved to a redial list. You can then select any of the numbers to redial, delete or copy to the directory.

If the number is stored in the Directory and a name/number match is found, the name will be displayed instead.

Redial the last number called

1. Press , wait for the dialling tone then press LNR. The last number you called is displayed and dialled.

Redial a number from the redial list

1. Press LNR. The last number called is displayed.
2. Use or to scroll through the redial list to the number you want.
3. Press to redial.

You will not be able to copy a number to the Directory if the Directory is already full. If you try to, the display will show `Directory Full`. You will need to delete a number in the Directory first, see page 20.

The copy option will not be presented if the redial number already appears in the directory.

Press to delete any unwanted digits and then enter new ones.

Copy a number from the redial list to the directory

1. Press LNR. The last number called is displayed.
2. Use or to scroll to the number you want then select **Copy** option. `Enter Name` is displayed.
3. Enter a name using the keypad (as shown on page 17) then select **OK** option.
   `Enter Number` is displayed.
4. Edit the number if you need to then select **OK** option to confirm.
5. The handset ringer melody options are displayed. Use the or to scroll through the options. You will hear a sample melody. Press **Save** to confirm the setting. Display shows `Entry Saved`.
6. Press ***and hold*** to exit and return to standby.

Delete a redial number

1. Press LNR. The last number called is displayed.
2. Use ▲ or ▼ to scroll to the number you want then select **Del** option. `Delete Entry?` is displayed.
3. Select **Del** option to confirm.
   `Entry Deleted` is displayed.
4. Press ***and hold*** to exit and return to standby.

If you decide not to delete, select **Save** option.

Delete all numbers from the redial list

1. Press LNR. The last number called is displayed.
2. Press ***and hold*** **Del** option for 3 seconds.
   `Delete Whole Redial List?` is displayed.
3. Select **Del** option to confirm.
   `Redial List Deleted` is displayed.

If you decide not to delete, select **Save** option.

Base settings

Base ringer volume

The base has 5 ringer volume settings: Off or 1 to 4. The default setting is 4.

1. Press ▲ or ▼ until Base Settings is displayed then select **OK** option.
2. Base Ringer Volume is displayed, select **OK** option.
3. The current setting is highlighted. Press ▲ or ▼ to highlight the volume you require.

You will hear a sample ring for all settings (except off).

4. Select **OK** option and you will hear a confirmation tone.
5. Press ***and hold*** ⏻ to exit and return to standby.

Base ringer melody

The base has 3 ringer melodies to choose from: 1, 2 and 3.

1. Press ▲ or ▼ until Base Settings is displayed then select **OK** option.
2. Press ▲ or ▼ until Base Ringer Melody is displayed then select **OK** option.
3. The current melody is highlighted. Press ▲ or ▼ to highlight the melody you want.

You will hear a sample ring of each melody on each button press.

4. Select **OK** option and you will hear a confirmation tone.
5. Press ***and hold*** ⏻ to exit and return to standby.

Dial mode

The available settings are tone and pulse.

Default (original setting) is Tone.

1. Press ▲ or ▼ until Base Settings is displayed then select **OK** option.
2. Press ▲ or ▼ until Dial Mode is displayed then select **OK** option.
3. The current setting is highlighted. Press ▲ or ▼ to highlight the dial mode you require.
4. Select **OK** option and you will hear a confirmation tone.
5. Press ***and hold*** ⏻ to exit and return to standby.

Change the base PIN

Your BT Lyric 2500 has a base PIN code which you will need to change some of the base settings. You may wish to change this to prevent unauthorised changes to your settings.

Default PIN is 0000

1. Press ▲ or ▼ until Base Settings is displayed then select **OK** option.
2. Press ▲ or ▼ until PIN code is displayed then select **OK** option.
3. PIN code? is displayed. Enter your current 4 digit code (default 0000) and select **OK** option.

Please note that when ? is displayed you must enter the digits using the keypad before selecting **OK**.

4. `New PIN?` is displayed. Enter a new 4 digit code of your choice and select **OK** option.
5. `Confirm PIN?` is displayed. Enter your new PIN code in again and select **OK** option.
6. Press ***and hold*** to exit and return to standby.

Restore default settings

You can restore your BT Lyric 2500 to its default (original) settings. Please note this will delete your phonebook, redial and calls list.

1. Press or until `Base Settings` is displayed then select **OK** option.
2. Press or until `Restore Settings` is displayed, then select **OK** option to confirm. `PIN code?` is displayed.
3. Enter your PIN code and press **OK**. The base resets first announcing, *"Answer on, calls will be answered after 6 rings"*. During this reset, the handset display disappears for a few seconds and then reverts to standby.

Default settings

Earpiece Volume	3
Handset and Base Ringer Volume	4
Handset and Base Ringer Melody	1
PIN code	0000
Handset Name	Lyric 2500
Handset Language	English
Key Tones	ON
Low Battery Tone	ON
Out of Range Tone	ON
Auto Answer	ON
Dial Mode	Tone
Pause after dialling line	3 Seconds
Phonebook	Empty
Redial List	Empty
Calls List	Empty

Handset settings

Keypad lock

You can lock the keypad so that it cannot be used accidentally while carrying it around.

To lock the keypad:

1. Press then press ***and hold*** . Display will show Unlock.

If you press any button while the keypad lock is on, the display will show Press Unlock then for 2 seconds and then returns to standby.

To unlock the keypad:

1. Press Unlock then press . The display will return to standby.

IMPORTANT
If the keypad is locked you will NOT be able to dial the emergency numbers 999 and 112

Set the time

1. Press or until Handset Settings is displayed then select **OK** option.
2. Time Setting is displayed, select **OK** option. The first digit is highlighted.
3. Enter the current time in 24 hour format, e.g. 09:24, then select **OK** option. You will hear a confirmation tone.
4. Press ***and hold*** to exit and return to standby.

If you subscribe to a Caller Display Service from your network provider the time will be set when you receive your first call.

Handset ringer volume

The handset has 5 ringer volume settings: Off and 1–4 where, 1=low and 4=high. The default setting is 4.

1. Press ▲ or ▼ until Handset Settings is displayed then select **OK** option.
2. Press ▲ or ▼ until Handset Ringer Volume is displayed then select **OK** option.
3. Use the ▲ or ▼ to choose between External Volume or Internal Volume. Press **OK**.

You will hear a sample ring for all settings (except Off).

4. The current setting is highlighted. Press ▲ or ▼ to highlight the volume you require.
5. Select **OK** option and you will hear a confirmation tone.
6. Press ***and hold*** to exit and return to standby.

Handset ringer melody

The handset has 5 ringer melodies to choose from: 1-5.

1. Press ▲ or ▼ until Handset Settings is displayed then select **OK** option.
2. Press ▲ or ▼ until Handset Ringer Melody is displayed then select **OK** option.
3. Use the ▲ or ▼ to choose between External Melody or Internal Melody, press **OK**.

You will hear a sample ring on each button press.

4. The current melody is highlighted. Press ▲ or ▼ to highlight the melody you want.
5. Select **OK** option and you will hear a confirmation tone.
6. Press ***and hold*** ☎ to exit and return to standby.

Handset warning tones

Your BT Lyric 2500 allows you to set beeps/warning tones to alert you to various situations.

You can set a confirmation beep to sound each time a keypad button is pressed and you can set a warning beep to sound when the batteries are low or when your handset goes out of range.

1. Press ▲ or ▼ until `Handset Settings` is displayed then select **OK** option.
2. Press ▲ or ▼ to select either `Key Tones`, `Battery Low Tone` or `Out Of Range Tone` then select **OK** option.
3. The current setting is highlighted. Select either the `Off` or `On` option and you will hear a confirmation tone.
5. Press ***and hold*** ☎ to exit and return to standby.

If you switch the handset key tones off, you will not hear any confirmation tones when altering settings.

Auto answer

If you set Auto Answer to ON, when you receive an incoming call and the handset is in the base, you can pick it up to answer the call. You do not need to press .

1. Press or until Handset Settings is displayed then select **OK** option.
2. Press or until Auto Answer is displayed then select **OK** option.
3. Select either the Off or On option.
   You will hear a confirmation tone.
4. Press ***and hold*** to exit and return to standby.

Handset name

You can give your handset a name to personalise it. The maximum number of characters is 10.

1. Press or until Handset Settings is displayed then select **OK** option.
2. Press or until Handset Name is displayed then select **OK** option.
3. Press to delete unwanted characters and enter a new name using the keypad.

4. Select **OK** option and you will hear a confirmation tone.
5. Press ***and hold*** to exit and return to standby.

Handset language

You can change the language that is shown on your handset display. The available languages include English, Français, Deutsch, Italiano and Espanol.

1. Press or until Handset Settings is displayed then select **OK** option.
2. Press or until Language is displayed then select **OK** option.
3. Press or to select the language you want.
4. Select **OK** option and you will hear a confirmation tone.
5. Press ***and hold*** to exit and return to standby.

IMPORTANT
To use Caller Display you must first subscribe to the service from your network provider. A quarterly fee is payable. Although a quarterly fee is payable if BT is the network provider, other provider's may bill differently. For more information on BT Calling Features call BT free on 0800 800 150.

It may take a couple of seconds for the display to show the telephone number or name for an incoming call. The display will initially display `External Call` followed by the number.

Caller Display

If you have subscribed to a Caller Display Service, you will be able to see your caller's number on your handset display (provided it is not withheld) prior to answering the call.

If your caller's name and number are stored in the Directory and a name/number match is found, you will see the caller's name on the display instead.

Calls list

The Calls list holds up to 30 telephone numbers and they are stored in the order they were received. The caller's details are stored in the Calls list whether you answered the call or not. If a call is received when the list is full, the oldest entry will be deleted automatically.

When a new call is received in the Calls list the icon will flash on the display and the calls counter shows how many new calls you have received.

View and dial from the Calls list

1. Select option.
   The most recently received number or name is displayed. `New` is displayed when a call is new (has not yet been viewed).

2. Use ▲ or ▼ to scroll through the list.
3. To dial a displayed number, press ☎.
   The number will be dialled automatically and the display will show Dialling.

   Or, Press ***and hold*** ⌀ to exit and return to standby.

   When all new calls have been viewed New will disappear and the in standby will stop flashing. The standby display will show the total number of calls in the list (a maximum of 30).

Copy a Calls list number to the directory

1. Select option. The most recently received number or name will be shown.
2. Use ▲ or ▼ to scroll through the list to the number you want.
3. Select **Copy** option, Enter Name is displayed.
4. Enter a name using the keypad, then select **OK** option.
5. Edit Number is displayed.
6. Select **OK** option to confirm. Entry Saved is displayed.
7. The handset ringer melody options are displayed, use the ▲ or ▼ to scroll through the options. You will hear a sample melody, press **Save** to confirm the setting. Display shows Entry Saved.

See 'Entering names' and 'Writing tips' on page 18.

If you need to edit the number, use ⌀ to delete any unwanted digits, then enter new ones.

8. Press ***and hold*** to exit and return to standby.

Delete a Calls list number

1. Select option. The most recently received number or name will be shown.
2. Use or to scroll through the list to the number you want.
3. Select **Del** option.
   `Delete Entry?` Is displayed.

If you decide not to delete, select **Save** option.

4. Select **Del** option ***again*** to confirm.
   `Entry Deleted` is displayed and then the next entry in the Calls list.
5. Press ***and hold*** to exit and return to standby.

Delete the whole Calls list

1. Select option. The most recently received number or name will be shown.
2. Select ***and hold*** **Del** option for 2 seconds.
   `Delete Whole Calls List?` is displayed.

If you decide not to delete, select **Save** option.

3. Select **Del** option again to confirm.
   `Calls List Deleted` is displayed and then the standby screen.

Call Waiting

With Call Waiting, during a call, if another caller is trying to reach you, you will hear a soft beep every 5 seconds.

If you have also subscribed to a Caller Display Service, the caller's number (or name if stored in the Directory) will be shown on the display for 20 seconds, after this time the display will return to your first caller's details.

Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that they are waiting.

IMPORTANT
To use Call Waiting you must first subscribe to the service from your network provider.

A quarterly fee is payable. For more information on BT Calling Features call BT free on 0800 800 150.

The Call Waiting beep is not audible to the person you are speaking to.

To use Call Waiting

To answer the second call, without disconnecting from your first caller:

1. Press R. The first caller will be put on hold.
2. Press R ***again*** to return to the first caller, and then press it each time you want to switch between the two callers.

To disconnect the first call:

1. Press to end the call with the first caller. The handset will then ring.
2. Press ***again*** and continue your conversation with the second caller.

Setting up the answering machine

Your BT Lyric 2500 can digitally record up to 16 minutes of messages, with each message lasting a maximum of 3 minutes. As well as recording incoming messages, you can record memos for other users.

You can operate your answering machine from:

- The base, *see page 48*.
- The handset, *see page 50*.
- Remotely, from any other Touchtone™ telephone, *see page 53*.

Your BT Lyric 2500 comes with two pre-recorded outgoing messages, **Answer and Record** or **Answer Only**, but if you wish you can record your own.

You will need to set the day and time (if you have not already done so) so that you will know when each message was received, *see page 8*.

Base display

The base display shows symbols relative to your answering machine and the table below provides an explanation of what these symbols mean.

Symbol	Definition
(Blank)	Power off.
C-0 (flashing)	Day/Time needs to be set.
0-9	Answer-on mode, 0-9 messages.
9 (flashing)	10-59 messages. Indicates when more than 9 messages are stored.
– alternating with 0-9	Power on, but set to answer off mode. The display flashes between a dash and the number of messages saved in the memory.
A (flashing)	Handset menu or Remote access in use.
E (flashing)	Error.
F (flashing)	Memory full.
P (flashing)	Message paused.
P-1: Alternating between P & 1	When selecting or playing **Answer & Record** outgoing message.
P-2: Alternating between P & 2	When selecting or playing **Answer Only** outgoing message.
r (flashing)	Message recording (memo, outgoing message or incoming message).
t or 2 to 9	Setting or reading answer delay.
8-0	Counting down.

C-0 (flashing)
This appears intially to alert you to set the day and time, i.e. when first setting up the product or in the event of a power loss.

If you have selected **Answer Only** mode the caller will hear an advisory announcement only, and will not be able to leave a message, *see page 42*.

Switch the answering machine ON/OFF using the base

1. Press ***and release*** Ans On/Off to switch ON or OFF.

   If you hear *"Answer on, your outgoing message is...."* the answering machine is switched on and is ready to answer incoming calls and record any messages.

   The display on the base shows the number of messages stored in the memory.

   If you hear *"Answer off"* the answering machine is switched off.

   The display on the base unit will flash between a dash and the number of messages saved in the memory.

Switch the answering machine ON/OFF using the handset

1. Press ▲ or ▼ until display shows `Answer Off On`. The current status is highlighted.

The only option available is to toggle the setting, i.e. if the machine is set to Answer on you can only change to Answer off and this change of setting only will be announced.

2. If you want to change the status, press *either* the **OFF** or **ON** option button. Your chosen setting will be announced and the display will return to standby.

Base loudspeaker volume

You can adjust the base loudspeaker volume from **0** (volume off) to **9**, plus **H** (maximum volume).
The default level is **5**.

1. Press to increase the volume or to decrease the volume.

If you adjust the volume when the answering machine is not being used, a beep sounds at each press. When the volume reaches its highest or lowest levels two beeps will sound.

Answer delay

Answer delay sets the number of times your BT Lyric 2500 will ring before the answer machine picks up your call and starts playing the outgoing message.

You can change this setting to between 2-9 rings or time saver(t).
The default setting is 6 rings.

For more information on Time Saver setting, *see page 53*.

To change the answer delay setting via the base unit

1. Press ***and hold*** until the current setting is announced, then ***release***.

Time Saver is displayed on the base unit as t and on the handset as TS.

2. Press ***and release*** Skip to scroll through the settings, until you reach the setting you want. With each press the option will be announced and shown on the base display.

   When you hear the setting you want, do not press the Skip button ***again***. After a short delay your chosen setting will be announced to confirm i.e. *"Calls will be answered after 6 rings"*.

Check the answer delay setting

1. Press ***and release*** Skip. The current setting will be announced and shown on the display.

To change the answer delay setting via the handset

1. Press ▲ or ▼ until display shows `Answer Settings` and press **OK** option button.
2. Press ▲ or ▼ until display shows `Answer Delay` and press **OK** option button.
3. Current setting is highlighted. Use ▲ or ▼ button to highlight setting required between 2 and 9 or TS and press **OK** option button.

Audible message alert

When you have new messages, with the audible message alert switched on, you will hear a beep every 10 seconds. The default setting is OFF.

The message alert beep is at the volume you have set for the loudspeaker.

With the answering machine ON and in standby mode:

To set audible message alert via the base

1. Press ***and hold*** Skip to change the setting.
   The prompt will announce *'Message alert on/off'* as appropriate.

To set audible message alert via the handset

1. Press ▲ or ▼ until display shows `Answer Settings` and press **OK** option button.
2. Press ▲ or ▼ until display shows `Message Alert` and press **OK** option button.
3. Current setting is highlighted. Press **ON** option button to switch ON or press **OFF** option button to switch OFF.

Answer and Record
The pre-set Answer and Record outgoing message, that allows your caller to leave a message, is "Hello, your call cannot be taken at the moment, so please leave your message after the tone".

Answer Only
The pre-set Answer Only outgoing message, where callers hear an announcement but cannot leave a message, is "Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

When recording your **Answer Only** message, remember to advise your caller that they will not be able to leave a message.

To reinstate the pre-recorded message, *see page 46*.

Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call. There are 2 pre-recorded outgoing messages to choose from (see note opposite) or you can record your own.

Record your own outgoing message

Your Answer and Record outgoing message can be up to 3 minutes long and will replace the pre-recorded message.

Your Answer Only message can be up to 16 minutes long (maximum recording length) and will replace the pre-recorded message. However, you should try to keep your message short to allow time for recording memos, or incoming messages when using Answer and Record mode.

To record your own outgoing message via the base

Firstly, you need to set the answer mode for the outgoing message you want to record.

1. Press ***and hold*** Ans On/Off until you hear, *"Please select outgoing message"* then ***release*** the button.
2. To select **Answer and Record**, press ***and release*** Skip ⏭.

   Or

   To select **Answer Only**, press ***and release*** Skip ⏯.
   Your chosen message will be announced.

3. Press ***and hold*** OGM. You will hear, *"Please speak after the tone. To end recording release the button"*.
4. After the tone, speak your message and then ***release*** the OGM button when you have finished.
5. Your message will then be played back to you.

To record your own Answer and Record outgoing message via the handset

1. Lift the handset.
2. Press ▲ or ▼ until display shows `Answer Settings` and press **OK**.
3. Press ▲ or ▼ until display shows `Outgoing Message` and press **OK** option button.
4. Display shows `Answer and Record`. Press **OK** option button.
5. Display shows `Outgoing Message` together with options `New` and `Play` and you will hear your **Answer and Record** outgoing message via the handset.
6. Press the **NEW** option button. You will hear, *"Please speak after the tone. To end recording press hash"*.
7. After the tone, speak your message clearly into the handset. Press # to end recording. The prompt will announce, *"Your outgoing message is"*, and your message will be played back to you.

When recording your own Answer Only outgoing message, please remember not to invite your caller to leave a message as the **Answer Only** mode will not record incoming messages.

To record your own Answer Only outgoing message via the handset

1. Press ▲ or ▼ until display shows `Answer Settings` and press **OK** option button.
2. Display shows `Answer Mode`. Press ▲ or ▼ until display shows `Outgoing Message` and press **OK** option button.
3. Use ▲ or ▼ to scroll to `Answer Only` and press **OK** option button.
4. Display shows `Outgoing Message` and you will hear your **Answer Only** outgoing message via the handset.
5. Press the **NEW** option button. You will hear, *"Please speak after the tone. To end recording press hash"*.
6. After the tone, speak your message clearly into the handset. Press # to end recording. The prompt will announce, *"Your outgoing message is"*, and your message will be played back to you.

Check your outgoing message

Via the base:

1 Press OGM.

You will hear either:

- *"Answer on, your outgoing message is..."* followed by your selected outgoing message.

Or

- *"Answer off"*.

The base display will show P flashing, alternating with the number of the currently selected outgoing message (1 = **Answer and Record** and 2 = **Answer Only**).

Via the handset:

1. Press ▲ or ▼ until display shows Answer Settings and press **OK** option button.
2. Display shows Answer Mode. Press ▲ or ▼ until display shows Outgoing Message and press **OK** option button.
3. Use ▲ or ▼ to display *either:* Answer and Record or Answer Only and press **OK** option button.
4. Display shows Outgoing Message and the prompt will announce, *"Your outgoing message is"* , and your message will be played back to you.

Select the outgoing message answer mode

Via the base:

1. Press ***and hold*** Ans On/Off until you hear, *"Please select outgoing message"* then ***release*** the button.
2. To select **Answer and Record**, press ***and release*** Skip ⏭.

Or

To select **Answer Only**, press ***and release*** Skip/Del.

Your chosen message will be announced over the base speaker.

Via the handset:

1. Press ▲ or ▼ until display shows `Answer Settings` and press **OK** option button.
2. Press ▲ or ▼ until display shows `Answer Mode` and press **OK** option button.
3. Use ▲ or ▼ to display *either:* `Answer and Record` or `Answer Only` and press **OK** option button.

   The prompt will announce your chosen outgoing message via the handset.

Re-instate the pre-recorded outgoing message

You can delete your own outgoing message and return to the pre-recorded outgoing message.

Via the handset:

1. Lift the handset.
2. Press ▲ or ▼ until display shows `Answer Settings` and press **OK** option button.

3. Press ▲ or ▼ until display shows Outgoing Message and press **OK** option button.
4. Use ▲ or ▼ to select *either:* Answer and Record or Answer Only and press **OK** option button.
5. Display shows Outgoing Message with options of **DEL**, **NEW** and **PLAY**. Press **DEL** to immediately delete your own outgoing message and reinstate the default, or **NEW** to record a new outgoing message, or **PLAY** to hear the current outgoing message.

   During playback the outgoing message may be deleted.

   Press **DEL** option button ***during message playback***. The prompt will announce, *"Your outgoing message is"*, and the original pre-recorded outgoing message is played.

Via the base:

1. Select the outgoing message you want to delete as described on page 45.
2. Whilst your selected outgoing message is playing, press Del on the base unit. The message will stop playing, you will hear a short beep and then the default pre-recorded outgoing message.

Using the answering machine via the base

Message playback

Press Stop at any time to stop playback.

1 Press Play. You will hear, *"You have (n) messages"*.
Your message(s) begin to play back, starting with the first message received. Both new and old messages will be played.
At the start of each message, the number of the message is announced and displayed on the base.

During playback:

- Press Play, to pause a message, P will flash in the display and you will hear a beep every 10 seconds.
- Press Play ***again*** to resume playback.
- Press Skip to play the next message.
- Press ***and hold*** Skip to play the next message at 1½ times the speed (fast playback).
- Press Skip ***once*** to repeat the current message.
- Press Skip ***twice*** to play the previous message.
- Press Del to delete the current message.
  You will hear, *"Message deleted"*.

If you select a message to be deleted, it will be deleted at the end of playback after the 8 second countdown and confirmation tone.

If you decide not to delete, press Stop during the countdown.

At the end of playback:

You will hear *"End of messages. To delete all messages, press delete"*. You then have 8 seconds in which you can:

- Press Del to delete all messages, you will hear *"All messages deleted"*.

Or

- Press Stop to cancel message deletion. This will save any messages you have selected individually for deletion. Any messages not deleted will be saved.
You will hear a beep to confirm when 8 seconds has elapsed.

Call screening

When the answering machine is on and takes a call, you can use the loudspeaker to listen to the caller leaving a message. You can then identify the caller and decide whether to take the call in person.

Make sure the volume on the base is set to an audible level, *see page 39*.

1. Press , or lift the handset off the base, if you want to interrupt and speak to the caller.
Recording will stop automatically.

Using the answering machine via the handset

You can use your BT Lyric 2500 for a variety of functions: to listen to your messages; delete, skip forward or backward; record a memo or new outgoing message, and to screen incoming calls.

Message playback

1. Press the ☌ option button.
   The display will show `Play Messages` and the number of new messages and the number of total messages (old and new).
2. *To play new message only:*

   Press **NEW** option button.
   Your new messages will be played.

   To play all messages (old and new):

   Press **ALL** option button.
   All your messages will be played in the order they were received.

During playback:

- Press **I<<** ***once*** to repeat the current message.
- Press **I<<** ***twice*** to play the previous message.
- Press **DEL** to delete the current message.
- Press **>>I** to play the next message.

If you select a message to be deleted, it will be deleted at the end of playback after the 8 second countdown and confirmation tone.

If you decide not to delete, press **SAVE** option button during the countdown.

At the end of playback:

You will hear *"End of messages. To delete all messages press delete"*. Display shows End of messages and counts down from 8-0.

- Press **DEL** option button during the countdown to delete all messages.
  If you do not want to delete messages, press the **SAVE** option button.

Record a memo

You can record a memo message for another user of your BT Lyric 2500. Your memo can be up to 12 minutes (maximum recording time), but you should try to keep it short to leave space for other messages.

1. Pick up the handset. Press ▲ or ▼ until display shows Record Memo and press **OK** option button.
2. You will hear *"Please speak after the tone. To end recording press hash"*.
3. After the beep, speak your memo clearly into the handset. While recording, the display will show To End Recording Press #.
4. Press # to end recording.

5. The display will return to the standby screen.

   Your memo is now stored and can be played back in the same way as incoming messages.

Call screening

Make sure the volume on the base is set to an audible level, *see page 39*.

When the answering machine is on and takes a call, you can use the loudspeaker to listen to the caller leaving a message. You can then identify the caller and decide whether to take the call in person.

To screen a call via the handset (when the handset is off the base)

You can adjust the Call Screening volume using the ▲ or ▼ button.

1. When your BT Lyric 2500 rings, press the **SCREEN** option button. You can hear your caller begin to leave a message. Display shows `Screening` and `Talk` above the right hand option button.
2. If you want to interrupt and speak to the caller press . Recording will stop automatically
3. If you want to end Call Screening and let the answering machine take the call and finish recording the message, press .

Remote access

You can operate your answering machine from any Touchtone™ phone by calling your BT Lyric 2500 and entering a 3 digit security PIN.

Using a PIN code prevents other people from accessing your machine without permission.

Change the remote access PIN code via the handset

1. Press ▲ or ▼ until the display shows `Answer Settings` and press **OK** option button.
2. Press ▼ until the display shows `Security Code` and press **OK** option button.
3. Display shows current PIN code (default `000`) and you hear, *"Please enter new security code"*. Enter a 3-digit PIN code of your choice and press **OK** option button.
4. Your PIN code is announced.
5. Press ***and hold*** ☎ to exit and return to standby.

Switch your answering machine on remotely

If you forget to switch your answering machine on, you can do it remotely from another phone.

1. Dial your telephone number and let it ring.
   After 20 rings you will hear your outgoing message.
2. Press ✱, then enter your security code.

IMPORTANT
You should change the security PIN from the original setting of 000.

It is advisable to make a note of your new PIN code and keep it somewhere safe.

Time saver
When you ring in to access your messages remotely, if your answering machine is set to time saver and you have new messages it will answer after 2 rings, if you do not have any new messages, it will answer after 6 rings. This means you can hang up after 3 rings knowing you have no new messages, saving you time and the cost of the call.

You cannot use this feature if you have BT Answer 1571 or Call Minder active as the call will be intercepted before the 20 rings.

Your handset will automatically return to standby if no button is pressed for 8 seconds or more.

If you have any new messages they will be played after you have entered your security PIN code.

If you enter the incorrect PIN code you will be allowed one further attempt, if it is still incorrect you will hear "Thank you for calling" and your BT Lyric 2500 will hang up.

If no button is pressed for 8 seconds or more your BT Lyric 2500 will hang up.

3. Press 7 within 8 seconds. You will hear *"Answer On"* and your answering machine will switch on ready to answer incoming calls.

To check for messages

1 Dial your phone number. When you hear your outgoing message, press *. You will hear, *"Please enter your security code"*.

2 Enter your 3 digit code. You will hear, *"You have 'n' new messages"* and they will be played back.
If you have no new messages, you will hear, *"You have no new messages, to hear main menu press 1"*.

Operating your answering machine remotely

When you have accessed your answering machine messages, you can press 1 to hear the remote access main menu options.

Simply follow the instructions you hear:

"To play all messages press 2*"*.

"To play new messages press 3*"*.

"To skip back during messages press 4*"*.

"To delete during messages press 5*"*.

"To skip forward during messages press 6*'"*.

"To set answer on or off press 7*"*.

"To hear the outgoing message menu press 8*"*.

"To set a new security code press 9*"*.

"To hear main menu again press 1*"*.

Using additional handsets

You can use up to five BT Lyric 2000 additional handsets with your BT Lyric 2500 to extend your phone system without needing to install extension sockets for each new phone.

Your BT Lyric 2500 handset can also be registered to up to 3 other bases. You can then select the base you would prefer to use.

Each additional handset is supplied with its own charger and user guide, but the following information will tell you how to register and use an additional handset with your BT Lyric 2500.

You must charge your additional handset for 24 hours before registering it.

You must register your BT Lyric 2000 additional handset before it can be used with your BT Lyric 2500 base.

Registering your handset

At the base:

1. Press ***and hold*** Page for 10 seconds, until you hear a beep, then release it.

   At the handset:

2. Press ▲ or ▼ until `Registration` is displayed, then select **OK** option.
3. Press ▲ or ▼ until `Register Base` is displayed, then select **OK** option. `Base 1 2 3 4` is displayed.
4. Use the keypad to select a base (1-4) which will be highlighted. Press **OK** option to confirm. `PIN Code?` is displayed.

5. Enter your 4 digit PIN.

   The display shows, e.g. Search 2 (for base 2).

   When the base is located, your handset display will be updated with the handset number for the selected base.

Default PIN is 0000.

Select a base

If your BT Lyric 2500 handset is registered to more than one base, you can select which base to use. Alternatively, if you select Auto your handset will automatically select the base with the best reception.

1. Press ▲ or ▼ until Registration is displayed, then select **OK** option.
2. Press ▲ or ▼ until Select Base is displayed, then select **OK** option.
3. Press ▲ or ▼ to select a base (1 – 4 or Auto) then select **OK** option.
4. Press ***and hold*** ⏻ to exit and return to standby.

You cannot de-register the handset you are using.

De-register a handset

1. Press ▲ or ▼ until Registration is displayed, then select **OK** option.
2. Press ▲ or ▼ until De-Register Handset is displayed, then select **OK** option. PIN Code? is displayed.
3. Enter your 4 digit PIN, then select **OK** option.
4. Select a handset (1-5) using the keypad then select **OK** to confirm. Once de-registered the display will show Handset Not Registered.

Internal calls

If you have more than one handset registered to the base, you can make internal calls between handsets.

1. Press **Int** Internal Call to Handset is displayed.
2. Press the handset number (1-5) you want to call then press **OK**.
3. Press ✆ to end the call.

If you want to cancel the call transfer, press ✆.

Transferring calls

You can transfer an external call to another handset registered to the base.

During your call:

1. Press ***and hold*** R. Your external caller will be put on hold and will hear a tone. `Transfer To Handset` ▬ is displayed.

Where X is the number of the other handset.

2. Enter the handset number that you want to transfer the call to and then press **OK**. The called handset will ring and the display shows `Internal Call Handset X`.

   At the called handset, the user can press to answer the call. The Lyric users can then talk to each other and the original handset can be cleared down leaving the external caller connected to the second handset.

   If the call is not answered within 100 seconds the original handset will ring.

3-Way Call

The caller should be advised that they will be put on hold.

1. Press ***and hold*** R. Your external caller will be put on hold. `Transfer To Handset` is displayed.
2. Enter the internal handset number that you want to hold the 3-way call with, then select **OK** option.
3. When the internal handset user answers, select **Con** option to begin the 3-way call.
4. Press to finish the 3-way call.

New batteries should be rechargeable: Nickel Metal Hydride (NiMH), size AAA, capacity 600mAh.

Spare rechargeable batteries are available from the BT Lyric Helpline 0870 605 8047.

WARNING
Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse.

BT accepts no responsibility for damage caused to your BT Lyric 2500 by using any other types of batteries.

Replacing the handset batteries

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

1. Pull down the small battery compartment cover and slide off. Remove the back lens.
2. Take out the old batteries and replace with 2 new ones, then replace the battery compartment cover and back lens.

General

Phone does not work

- Have you installed the batteries correctly? *see page 7*.
- Check that the mains power is correctly connected.

No dial tone

- Is the telephone cord of the base plugged into the phone socket?
- Check that the mains power is correctly connected.

Cannot dial out or receive calls

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Has there been a power cut? If so, place the handset back on the base for 10 seconds and try again. If it still does not work disconnect the batteries and mains power for 10 minutes, then reconnect and try again.

You have a dial tone, but the phone will not dial out

- You may need to change the dial mode from tone to pulse, *see page 25*.
- If you are connected to a switchboard, check whether you need to dial an access code.

Handset does not ring

- The ringer volume may be switched off, *see page 28*.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, *see page 56*.

No display

- The batteries may be flat, dead or incorrectly inserted. Recharge or replace the batteries.

icon flashes

- Is the handset registered correctly to the base, *see page 56*.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.

icon flashes

- The batteries are low, place the handset on the base to recharge.

icon not scrolling

- Try cleaning the charging contacts.
- Check that the mains power is correctly connected.

You hear the busy tone when you press

- Make sure the handset is in range of the base.
- Another handset may be in use.

No Caller Display number/name displayed

- Have you subscribed to a Caller Display service from your network provider, *see page 32*.
- The caller may have withheld their number.

- An exact name/number match was not found in your Directory. Check that you have stored the full STD dialling code.

Cannot register a handset to a base

- You can register a total of 5 handsets to your BT Lyric 2500 base and you can register your BT Lyric 2500 handset to up to 4 bases. Check that you have not exceeded the limits.
- Check that you have entered the correct PIN number (default PIN 0000). See page 25.
- Check that you are at least one metre away from other electrical equipment to avoid interference when registering.

Base unit does not ring, but the lights are on

- Have you connected the telephone line correctly?
- Is the base ringer set to off?
- You may have a faulty line or socket. Try using another socket or line. Call BT on **151** if you still experience problems.

Base charging light not working

- Try cleaning the charging contacts on the base.
- Check that the mains power is correctly connected.

Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes your BT Lyric 2500 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Lyric 2500 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

Answering machine does not record any messages

- The memory may be full. Play and delete old messages, *see page 48 or 50*.

Answering machine messages have the wrong date and time

- Have you set the date and time? *See page 8*.

Cannot access your messages from another phone

- Have you changed the remote access security PIN code? *See page 53*. Always keep a note of the new PIN code in a safe place.

Customer Helpline
If you are still experiencing difficulties please call the BT Lyric Helpline on **0870 605 8407**.

General information

Safety

- Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item number for the mains power supply used with the base is 022072. If you have purchased a BT Lyric 2500 multiple pack, the item code for the charger mains power supply is 021299.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT Lyric Helpline on **0870 605 8047**.
- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on **0870 605 8047** for all repairs.
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.

IMPORTANT

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

- Clean the handset and base with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- The product may heat up when the batteries are being recharged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surface.

- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord from the base for the duration of the storm.

Guarantee

Your BT Lyric 2500 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT Lyric 2500 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

Prior to returning your product, please read the Help section beginning on page 60 or contact the Helpline on 0870 605 8047 for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network.

We recommend that you contact BT's approved repair agent TecLogic on **01672 564444** or a local qualified repairer.

Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

Technical information

How many telephones can I have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT Lyric 2500 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your base PIN here:

(_ / _ / _ / _)

Enter your remote access code here:

(_ / _ / _)

Any additional handsets and chargers that you register have a REN of 0.

Only use approved base mains power supply, item code: 022072.

If you have purchased a BT Lyric 2500 multiple pack, the item code for the charger mains power supply is 021299.

Only use approved batteries.

These products are available from the BT Lyric 2500 Helpline **0870 605 8047**.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

Declaration of Conformance

Hereby, Suncorp Technologies declares that this BT Lyric 2500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Lyric 2500 is published on the website:
http://www.suncorptech.com/bt

BT accessories and replacement items

For a full range of accessories and replacement items for BT products please call **0870 240 5522**, or visit:

Connecting to a switchboard

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone and pulse dialling and timed break recall.

If in doubt please consult your service provider.

Inserting a pause

A pause would normally be used when storing a telephone number in the directory or inserted when pre-dialling.

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line so you will need to enter a pause in the dialling sequence.

Press LNR to insert a pause (P) before entering the telephone number.

You may also need to enter a pause when storing international numbers or charge card numbers.

Recall

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Calling Feature.

Visit us at www.bt.com

Offices worldwide

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